

Department of Civil Aviation

Request for Information

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For

**The Implementation of a Passenger Information
System for the Government of Mauritius**

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1.0 INTRODUCTION

Border management is one of the great challenges of our times. Governments around the world are leveraging on advance passenger information to enhance the effectiveness of border control systems as well as to accelerate the process of passenger clearance and prevent unnecessary delays. In this context, the Government of Mauritius (GoM) has envisaged the introduction of a Passenger Information System (PIS), which comprises of Advanced Passenger Information (API), Interactive Advanced Passenger Information (iAPI), Passenger Name Record (PNR) and Public Key Directory (PKD).

A study is in progress for the assessment of the existing border control system at the SSR International Airport (SSRIA) with the objective to formulate a strategy, approach and methodology for implementation of PIS.

As part of this assessment, key challenges faced by Border Control and Law Enforcement Agencies are as follows:

- **Limited information and time prior to passenger arrival or departure** – Information received by Border Control Agencies in Mauritius is limited to passenger surname and initial of first name.
- **Growth in volumes of passenger traffic**– Air traffic is vital for the economy of the Republic of Mauritius. In 2015, air transport brought to the island 1.15 million tourists, an 11% growth over the previous year and contributing to 54 billion Mauritian rupees of tourism earnings. This surge in air traffic undoubtedly puts pressures on the local Border Control Agencies and airport operators to increase efficiency without compromising border security.

1.1 Overview of main stakeholders

The main stakeholders and potential users of the Passenger Information Systems would be:

- **The Passport and Immigration Office (PIO)** is a branch of the Mauritius Police Force and is mandated to provide Passport and Immigration Services in Mauritius.
- **Mauritius Revenue Authority – Customs** is a corporate body, acting under the Ministry of Finance and Economic Development. Its primary role is to ensure national security and protect the society, while facilitating the legitimate movement of people and goods across the border through use of risk management techniques and intelligence tools.
- **Anti-Drug Smuggling Unit (ADSU)** is a branch of the Mauritius Police Force responsible for suppressing the supply of illicit drugs in the country.
- **National Security Services (NSS)** is a branch of the Mauritius Police Force, reporting to Commissioner of Police. NSS is mandated to maintain national security in Mauritius by gathering, evaluating and processing information relevant to the national security and notify relevant Law Enforcement Agencies and the Prime Minister’s Office (PMO).
- **Counter Terrorism Unit (CTU)** is an intelligence and law enforcement agency governed by the PMO to investigate and prevent terrorist acts for protecting Mauritius. The CTU is mostly

concerned about information related to counter terrorism for prevention of threat vis-a-vis the national security. The CTU makes use of passenger information to identify potential threats to the country.

- **Criminal Investigation Division (CID)** is a specialised unit of the Mauritius Police Force that deals with cases of Bribery, Fraud and Homicides and other illegal activities at the airport. Based on intelligence and investigation reports, the CID based at the Airport has the right to intercept and arrest any person/passenger with reasonable grounds of suspicion. The CID relies on Border Control and Law Enforcement Agencies for further investigations.

1.2 Airlines and volumes

The indicative statistics for air traffic in Mauritius are as follows:

Yearly flights ≈2,102 (up to five simultaneous arrivals)

Yearly passengers' ≈3.2 million

Main airlines servicing Mauritius:	
1. Air Austral	10. Corsair Fly
2. Air France	11. Emirates Airline
3. Air Madagascar	12. Eurowings
4. Air Mauritius	13. Evelop Airlines
5. Air Seychelles	14. Lufthansa
6. Austrian Airlines	15. Meridiana Fly
7. British Airways	16. South African Airways
8. Comair	17. Thomson Air
9. Condor	18. Turkish Airlines

Additionally, 5-10 operators handle private jets and small airplanes, for approximately 250 flights per year and no more than 2,000 passengers. The number of flights and passengers for private jets and small airplanes are also growing every year.

2.0 PURPOSE OF THIS DOCUMENT

2.1 Specific Objectives

The GoM is inviting qualified solution providers/firms to respond to this Request for Information (RFI) for the implementation of a PIS. The information obtained from this RFI will be used by the Department of Civil Aviation (DCA) as a basis for the definition of the design and requirements of the possible future solution that might be implemented in the Republic of Mauritius.

Solution providers who wish to respond to this RFI should read this document carefully and follow the guidance for providing their response.

Response to the RFI shall not confer any rights to a Respondent for preferential treatment at any subsequent stages of the project. Nor will the information provided in this context be

binding for any subsequent stages of the project. However, we request that the information provided is as accurate as possible.

2.2 Scope

The systems and components of the PIS currently under consideration are the following:

- API
- iAPI
- PNR
- PKD (connection to ICAO PKD)

These systems could be implemented either separately or in combination or in a phased approach, as per the discretion of the DCA.

3.0 INSTRUCTIONS TO RESPONDENTS

3.1 Guidelines and important notes for the RFI

Respondents may attempt to respond to entire RFI or for part of it (e.g. only API or API and PNR). In either case, Respondents should clearly specify which part of the scope has been considered in their submission.

Responses to this RFI shall be prepared in English and delivered to the contact persons below in electronic form (see below 3.2).

Note:

1. This RFI will result in a competitive bidding exercise.
2. Responding to RFI shall not confer any rights on a Respondent to preferential treatment at the bidding exercise or implementation stage.
3. GoM may use the relevant information received from Respondents for the preparation of the bidding document which will be issued to potential Suppliers for the implementation of the PIS.
4. This RFI is not a tendering exercise and the GoM reserves the right:
 - (i) to annul this RFI exercise without incurring any liability to the Respondents.
 - (ii) not to proceed with a formal bidding exercise subsequent to this RFI.

3.2 Submissions

RFI to be submitted by email on civil-aviation@govmu.org not later than **15.00 hrs (local time) on 09 November 2017**.

Respondents, requiring any clarifications on this RFI may notify the DCA in writing to the Chairperson Departmental Bid Committee by email on civil-aviation@govmu.org.

The DCA will respond to any request for clarifications received 7 days prior to the deadline for submission of RFI.

4.0 INFORMATION REQUESTED

The responses should include the following:

- **Solution description(s):** a presentation outlining the high level design of the proposed solution (for one system or a combination). Pictures, videos or mock-up images can also be submitted as complementary information as part of the response.
- **Requirement checklists:** how each requirement listed below is fully, partially or not met by the solution proposed. Relevant additional features can also be mentioned by Respondents.
- **Indicative response time and other performance** indicators of the proposed system(s).
- **Implementation time:** an estimation of the time required for the customization and deployment of the proposed solution(s).
- **High level hosting requirements** such as storage, infrastructure and networking.
- **Pricing models:** Respondents should provide information on the various pricing models available for the proposed system. The pricing models should take into consideration the following, but not limited to:
 - the price per unit/user/ millions of data points as per the volumes provided in Section 1;
 - the different procurement models available such as acquisition, leasing, or any other contract models;
 - the pricing structure for implementation, deployment and testing (investment cost / capital expenditure); and
 - the pricing structure yearly maintenance and licenses (operational cost).

Pricing models should be provided per system and also for any proposed combinations, where possible.

- **References of similar projects:** a list of up to five past projects conducted.

Respondents are advised that they can provide their capabilities for single components of the PIS or combinations of API, i-API, PNR and PKD.

4.1 Requirements

The following list of information is not exhaustive and Respondents may submit additional information which they view would enable the DCA to better understand their capabilities and solutions. Refer to Form 3 for submission of responses.

4.1.1 API

1.1 Data Acquisition Service: connectivity to the systems of the airlines operating in Mauritius, including:

- Interfaces between system and carriers
- Data normalization and cleansing
- Validation of the messages according to the international standards

1.2 Data Storage:

- Database (reference data retention of 10 years)
- Access control
- Encryption and other security features

1.3 Business services:

- Search (exact and fuzzy)
- Basic data analytics and information discovery
- Notification of hits
- Automated external queries (e.g. To Interpol database or other national database)
- Internal watch lists management and checks
- Reporting and auditing capabilities

1.4 Implementation and support services:

- Testing end-to-end
- Training and capacity building including end user, technical and administrator training
- Training manuals, user and technical documentation
- User acceptance testing and data migration
- Warranty period - 1 year from the date of Go-Live
- Post Go Live Support / Handholding - Support and Maintenance Plan

1.5 Solution for handling of small carriers and private jets

4.1.2 PNR

1.2 Data Acquisition Service: connectivity to the systems of the airlines operating in Mauritius, including:

- Interfaces between system and carriers
- Data normalization and cleansing
- Validation of the messages according to the international standards

1.2 Data Storage:

- Database (reference data retention of 10 years)
- Access control
- Encryption and other security features

1.3 Business services:

- Search (exact and fuzzy)
- Basic data analytics and information discovery
- Notification of hits
- Automated external queries (e.g. To Interpol database or other national database)
- Internal watch lists management and checks
- Reporting and auditing capabilities

1.4 Implementation and support services:

- Testing end-to-end
- Training and capacity building including end user, technical and administrator training
- Training manuals, user and technical documentation
- User acceptance testing and data migration
- Warranty period - 1 year from the date of Go-Live
- Post Go Live Support / Handholding - Support and Maintenance Plan

1.5 Solution for handling of small carriers and private jets

4.1.3 iAPI

1.1 Data Acquisition Service: connectivity to the systems of the airlines operating in including:

- Interfaces between system and carriers
- Data normalization and cleansing
- Validation according to the international standards
- Handling of response messages (ICAO CUSRES)

1.2 Data Storage:

- Database (reference data retention of 10 years)
- Access control
- Encryption and other security features

1.3 Business services:

- Case Management
- Search (exact and fuzzy)
- Data analytic and information discovery
- Notification of hits
- Automated external queries (e.g. To Interpol database or other national database)
- Internal watch lists management and check
- Reporting and auditing capabilities

1.4 Implementation and support services:

- Testing end-to-end including performance tests (high availability)
- Training and capacity building including end user, technical and administrator training
- Training manuals, user and technical documentation
- User acceptance testing and data migration
- Warranty period - 1 year from the date of Go-Live
- Post Go Live Support / Handholding - Support and Maintenance Plan

1.5 Handling of small carriers and private jets (e.g. through a portal)

4.1.4 PKD

1.1 Any components relevant for setting up the ICAO PKD

1.2 Connection requirements to ICAO and the Document Verifying Certification Authority (DVCA) system

1.3 Implementation and support services:

- Testing end-to-end
- Training and capacity building including end user, technical and administrator training
- Training manuals, user and technical documentation
- User acceptance testing and data migration
- Warranty period - 1 year from the date of Go-Live
- Post Go Live Support / Handholding - Support and Maintenance Plan

FORMS

All respondents to the RFI are requested to complete the forms provided in this section.

Form (1)

GENERAL INFORMATION

1	Name of firm:
2	Head office Address:
3	Telephone:
4	Fax:
5	Place of incorporation/ registration:
6	Contact:
7	E-mail:
8	Year of incorporation/ registration:
9	Website address:

Form (2)

REFERENCE SITES

Respondents are required to fill in the table below with past experiences in the implementation of the different systems -i.e. API, iAPI, PNR and PKD.

S.N.	Name of client /Country¹	API/ PNR/ iAPI/ PKD	Short description of the solution implemented	Approximate value (\$)	Year of implementation
1					
2					
3					
4					
5					

¹ Respondents can provide either name of client or country where the implementation is complete or in progress. In the event of confidentiality requirements, respondents can also input "Confidential".

Form (3)

SOLUTION REQUIREMENTS

Respondents are requested to indicate how each requirement listed below is fully, partially or not met by the solution proposed. Relevant additional features can also be mentioned.

Ref	Systems	Requirements	Fully Available / Partially Available/ Not Available	Additional comments if Not Available or Partially Available	Other system capabilities
4.1.1	API	1.1 Data Acquisition Service: connectivity to the systems of the airlines operating in Mauritius, including: <ul style="list-style-type: none"> • Interfaces between system and carriers • Data normalization and cleansing • Validation of the messages according to the international standards. 			
		1.2 Data Storage: <ul style="list-style-type: none"> • Database (reference data retention of 10 years), • Access control, • Encryption and other security features. 			
		1.3 Business services: <ul style="list-style-type: none"> • Search (exact and fuzzy), • Basic data analytics and information discovery, • Notification of hits, • Automated external queries (e.g. To Interpol database or other national database), • Internal watch lists management and checks, • Reporting and auditing capabilities. 			
		1.4 Implementation and support services: <ul style="list-style-type: none"> • Testing end-to-end 			

Ref	Systems	Requirements	Fully Available / Partially Available/ Not Available	Additional comments if Not Available or Partially Available	Other system capabilities
		<ul style="list-style-type: none"> • Training and capacity building including end user, technical and administrator training. • Training manuals, user and technical documentation. • User acceptance testing and data migration. • Warranty period - 1 year from the date of Go-Live. • Post Go Live Support / Handholding - Support and Maintenance Plan. 			
		1.5 Solution for handling of small carriers and private jets			
4.1.2	PNR	1.1 Data Acquisition Service: connectivity to the systems of the airlines operating in Mauritius, including: <ul style="list-style-type: none"> • Interfaces between system and carriers • Data normalization and cleansing • Validation of the messages according to the international standards 			
		1.2 Data Storage: <ul style="list-style-type: none"> • Database (reference data retention of 10 years), • Access control, • Encryption and other security features. 			
		1.3 Business services: <ul style="list-style-type: none"> • Search (exact and fuzzy), • Data analytics and information discovery, • Notification of hits, • Automated external queries (e.g. To Interpol database or other national database), 			

Ref	Systems	Requirements	Fully Available / Partially Available/ Not Available	Additional comments if Not Available or Partially Available	Other system capabilities
		<ul style="list-style-type: none"> • Internal watch lists management and checks, • Reporting and auditing capabilities. 			
		<p>1.4 Implementation and support services:</p> <ul style="list-style-type: none"> • Testing end-to-end • Training and capacity building including end user, technical and administrator training. • Training manuals, user and technical documentation. • User acceptance testing and data migration. • Warranty period - 1 year from the date of Go-Live. • Post Go Live Support / Handholding - Support and Maintenance Plan. 			
4.1.3	iAPI	<p>1.1 Data Acquisition Service: connectivity to the systems of the airlines operating in including:</p> <ul style="list-style-type: none"> • Interfaces between system and carriers • Data normalization and cleansing • Validation of the messages according to the international standards. • Handling of response messages (ICAO CUSRES) 			
		<p>1.2 Data Storage:</p> <ul style="list-style-type: none"> • Database (reference data retention of 10 years), • Access control, • Encryption and other security features. 			
		<p>1.3 Business services:</p> <ul style="list-style-type: none"> • Case Management • Search (exact and fuzzy), • Basic data analytics and information 			

Ref	Systems	Requirements	Fully Available / Partially Available/ Not Available	Additional comments if Not Available or Partially Available	Other system capabilities
		discovery, <ul style="list-style-type: none"> • Notification of hits, • Automated external queries (e.g. To Interpol database or other national database), • Internal watch lists management and checks, • Reporting and auditing capabilities. 			
		1.4 Implementation and support services: <ul style="list-style-type: none"> • Testing end-to-end including performance tests (high availability) • Training and capacity building including end user, technical and administrator training. • Training manuals, user and technical documentation. • User acceptance testing and data migration. • Warranty period - 1 year from the date of Go-Live. • Post Go Live Support / Handholding - Support and Maintenance Plan. 			
		1.5 Handling of small carriers and private jets (e.g. through a portal)			
4.1.4	PKD	1.1 Any components relevant for setting up the ICAO PKD in a country (Connection to ICAO and the DVCA (Document Verifying Certification Authority) system.			
		1.2 Implementation and support services: <ul style="list-style-type: none"> • Testing end-to-end • Training and capacity building including end user, technical and administrator 			

Ref	Systems	Requirements	Fully Available / Partially Available/ Not Available	Additional comments if Not Available or Partially Available	Other system capabilities
		training. <ul style="list-style-type: none"> • Training manuals, user and technical documentation. • User acceptance testing and data migration. • Warranty period - 1 year from the date of Go-Live. • Post Go Live Support / Handholding - Support and Maintenance Plan. 			

END